

CHILDREN'S SPECIAL HEALTH SERVICES

Family Handbook for Diagnostic and Treatment Services



Welcome To



The CSHS Family

This handbook is being provided to help you understand how the CSHS program can assist you with your child's needs.

What is CSHS?

Children's Special Health Services (CSHS) is a health program located within the Medical Services Division in the ND Department of Human Services.

Mission Statement

The purpose of CSHS is to provide services for children with special health care needs and their families and promote family-centered, community-based, coordinated services and systems of health care.



How to Contact CSHS



Phone: (701) 328-2436 or 1-800-755-2714 (in-state)
Or 1-800-472-2622, ext. 2436 (out-of-state)

E-mail: dhscshs@state.nd.us

Mail : 600 E. Boulevard Ave. Dept 325
Bismarck, ND 58505-0269

Website: <http://www.state.nd.us/humanservices/>
click Medicaid and other Medical Services.
click Children's Special Health Services.

If you are unable to call during office hours (8:00 a.m. - 5:00 p.m.), leave a message on the CSHS answering machine.

Don't forget to tell us:

- Who you are and your child's name
- The phone number where you can be reached
- The best time for us to return your call

Contact: Local County Social Service Office
in the County in which you reside

Name: _____

County: _____

Phone #: _____

Medical Eligibility

CSHS can help you with coverage for certain medical conditions.

While we may not be able to help with payment for all your child's health care needs, we need to know about them in order to help you get the most benefit from your insurance coverage or to help you find and use other resources. Below is a partial list of eligible conditions that CSHS covers.

Asthma

Bony Deformities

Burns

Cancer

Celiac Disease

Cerebral Palsy

Cleft Lip and/or Palate

Cystic Fibrosis

Dental Disorders

Diabetes

Gastro-intestinal tract anomalies

Hearing Loss

Heart Conditions

Hemophilia

Joint Deformity

Leukemia

Malocclusion

Perthes Disease

Phenylketonuria

Rheumatoid Arthritis

Scoliosis

Seizure Disorders

Spina Bifida

Strabismus

A complete list of eligible conditions is available through your County Social Service Office, the State CSHS office, or the state website.

Obtaining Financial Help From CSHS

To obtain or continue financial help from CSHS, your County Social Service Office will need the following information:

- Documentation of income, e.g., tax forms, paycheck stubs, child support, Social Security Benefits, etc.
- Information about other insurance, Medicaid, Healthy Steps, the Caring Program or Indian Health Service, including the amount of insurance premium you pay out-of-pocket.
- Information about your family's strengths & needs to help coordinate care.
- Information about professionals, including health care providers, that help your child and family.
- Signed authorizations.

When your child is determined financially eligible, a Notice of Action form will be sent to you that includes the eligibility effective date, a CSHS identification number (ID #), the eligible condition(s), any applicable monthly cost share, and the date when the next financial review is due. **Keep this notice and show it to providers for proof of coverage.**

Financial eligibility is redetermined every year for the Treatment Service program. The next review date is listed on the Notice of Action or Re-evaluation of Financial Status form that you receive.

Obtaining Financial Help From CSHS

At the time of redetermination, you will need to provide the county CSHS worker with your current income and insurance verification. The CSHS worker will also assist you in developing a new Service Plan.

Services must be provided by a specialist who has been approved by CSHS. Services by a Family Practice physician are covered only if there has been an emergency or they are provided in consultation with an approved specialist. CSHS needs notification from the specialist regarding the referral for follow-up by the primary care physician.

Financial eligibility levels change each year and are effective May 1st. If you have a cost share it can be redetermined each May.

The amount of reimbursement that can be paid by CSHS for all diagnostic and/or treatment services in a one-year period cannot exceed \$20,000 per child. This limit applies regardless of the number of eligible conditions.

Contact your CSHS worker or the State office if you have questions about whether services your child needs are covered by CSHS.

What is a Cost Share

Some families may be over the CSHS financial eligibility levels. If this occurs, the amount that is above the financial eligibility level is divided by 12 to arrive at the monthly cost share.

As the providers submit claims to CSHS, the monthly cost amount will be reduced and the provider will be notified by CSHS to collect this share from you. You will then receive a bill from the provider.

Any out-of-pocket medical expenses paid for any other family members in a specific month can be used to reduce the cost share for the eligible child in the same month. You will need to provide the county worker with documentation such as an explanation of benefits (EOB) from your insurance or a statement from the provider. All documentation must show the date of service, amount paid out-of-pocket, and the provider who performed the service.

If you have had a change in your income at anytime during the year, please notify your local County Social Service office.

Insurance and CSHS

CSHS helps your child receive specialized medical care for the conditions listed on your Notice of Action form. CSHS is usually able to help you pay for this care, but there are rules you must follow, so your help is needed. Always give providers your child's CSHS ID # and let them know CSHS is a secondary payer for your child's eligible condition.

Contact CSHS or your County CSHS Worker:

- If medical care your child needs is not covered by your plan.
- If our insurance has special rules (using certain doctors or hospitals, getting a referral or pre-authorization first), you **must** follow these rules unless exceptions have been approved in advance by CSHS. This will maximize benefits.
- If your insurance sends a check to you instead of the doctor, hospital, or other provider, you must use that money to pay those providers before CSHS can pay. If CSHS has already paid before you receive the money, you will need to send the money you received to CSHS.

Let CSHS know immediately if there has been a change in your address, phone number, family size, income, or if you become eligible for Medicaid coverage, Healthy Steps, or the Caring Program. If rules are not followed, CSHS may not be able to pay the bill even though your child has an approved medical condition.

Healthy Steps, Medicaid and CSHS

CSHS is limited to providing health care coverage for your child's approved condition(s).

If your child has Healthy Steps or Medicaid, those programs cover most medical care for children up to 19 or 21 years of age respectively.

For more information, call Healthy Steps at 1-800-472-2622 or your local County Social Service Office about Medicaid.

Under certain circumstances, CSHS can help if you are covered under Medicaid or Healthy Steps. Here's how:

- Assist with referrals to other agencies or community resources.
- Assist you in finding physicians and other providers that accept Medicaid or Healthy Steps.
- Assist with some services not covered by Medicaid or Healthy Steps.

CSHS cannot help with:

- Services that do not pertain to your child's covered condition.
- Services provided by a Family Practice doctor unless the service was an emergency or referred by a specialist.

Bills and CSHS

Sometimes you will receive a bill for medical services that CSHS can cover.



- If you get a bill, CSHS may not have received that bill in the state office. Contact the provider immediately and give them your child's CSHS ID #. You will find this number on the Notice of Action letter or Re-Evaluation of Financial Status form sent to you.
- If you continually receive a bill from the provider after you have contacted them and given your child's CSHS ID #, call CSHS, your County Social Service Office or send the billing statement to the CSHS office.
- The sooner CSHS receives your call or the billing statement from you, the quicker the claim can be processed for payment. If you have more than one payer, claims will take longer to process.





When To Contact CSHS



In order for CSHS to help you coordinate services for your child, please call the county or the state CSHS office:

- When you schedule or change appointments with your child's specialists, therapists or other providers.
- To notify CSHS about where care will be provided.
- To notify CSHS about hospital dates.
 - The kind of surgery that is being done to ensure coverage through CSHS
 - Lab work, X-rays, or other care needed before and after surgery

Call about Medical services your child may need:

- Equipment or supplies
- Medications
- Therapies (Physical, Occupational & Speech)
- Referrals recommended by the specialist
- Other medical concerns

CSHS needs to know about changes in:

- Health insurance/Medicaid/Healthy Steps
- Child's address or phone number
- Treatment, treatment plans
- Family size and income
- Doctors who care for your child

Other things to call about

- What to do with bills and insurance statements or explanation of benefits (EOB)
- If you have questions about other available community resources and services
- Just to let CSHS know how things are going!

OH NO!!

**MY CHILD NEEDS CARE ON THE WEEKEND
OR
AFTER WORKING HOURS**

CSHS can cover emergency services after hours if the services are for an approved condition for which your child is eligible. Please remember that these services must be a true emergency.

CSHS does not reimburse for any ambulance or transportation charges as these services are not covered under the program.

If you are not sure if we can help, CALL!

The more CSHS know about your child's needs, the better the program will be able to help you in meeting those needs.

CSHS Website

The Internet has helped many families obtain information about their child's medical condition or disability. To assist families, CSHS has a website, <http://www.state.nd.us/humanservices/>

Click Medicaid and other Medical Services.

Click Children's Special Health Services.



CSHS Information Resource Center

CSHS can provide information on a variety of health and related topics such as medical conditions, special healthcare services, typical child development, financial assistance, family support services and well child healthcare.

Family Centered Care - "Medical Home"

Family-centered care is the foundation by which CSHS staff works with families. It means you are essential to your child's care because you are the constant in his or her life. When practiced, it means that families and professionals unite to become partners in care.

Every child deserves consistent and high quality health care. In this changing health care world, it's more important than ever that every family with a child who has a special health care need find health care stability.

Every family should have a strong respectful relationship with a provider who knows the child and his/her diagnosis well, who views the family as a trusted partner, and who gives quality, ongoing, coordinated care and information about non-medical services that are important to children with special health care needs.



Care Coordination Program

Meeting the complex needs of children and their families often requires special assistance in the form of care coordination, which is also known as service coordination or case management. Care Coordination helps you:

- Identify your family's strengths and needs.
- Results in a written service plan that lists activities and expected outcomes.
- Links you to services or other resources that are available in your community.
- Provides you with healthcare information and other supportive services.

Transition

As children with special needs age, they experience many transitions in their lives, such as from early intervention to the school system and from the teen years to young adult life.

At its best, transition is a process that addresses movement from school to work, pediatric to adult healthcare and home to independent living.

Your child and adolescent will transition from child/family-oriented to adult/individual-oriented lifestyles and systems. Staff can assist you in effective planning for the transition to adult life. These activities should start early and be encouraged by you throughout your child's life. Resource materials have been identified by CSHS to help make this transition successful. For more information, contact your County Social Service Worker or State CSHS staff.



Family Advisory Council

CSHS supports a nine-member Family Advisory Council that meets four times each year. This council is the primary way that CSHS assures family involvement in program and policy. Families advise staff about services for children with special health care needs and their families.

Please contact CSHS for more information if you think you might be interested in participation on the Family Advisory Council.

CSHS also has information about family information and support organizations available in the state.

Medical Advisory Council

CSHS supports a Medical Advisory Council comprised of physicians and other health care providers that meet once a year. The council advises CSHS staff about medical eligibility, covered services, and provider credentialing requirements.



CSHS Terminology



As you work with CSHS, you may find some terms that are unfamiliar to you. This glossary will define those terms as they apply to CSHS. As always, if you have questions regarding this information, call CSHS.

Approved Specialist: The process through which a provider is enrolled with CSHS so payment can be made. All eligible services must be done under the care of an approved specialist.

Care Coordination: The process by which CSHS helps families identify and meet medical, social, financial, educational and family support needs.

Cost Share: Families that are above the financial eligibility levels must spend a designated amount for out-of-pocket medical expenses each month for the family unit before CSHS will pay for care or services for the eligible child.

County Social Service Office: Each County Social Service office has a designated staff person who can assist you. This person will determine your financial eligibility for CSHS on an annual basis. The county worker and CSHS will work together with you to resolve your questions and concerns.

CSHS Terminology Continued

CSHS: Children's Special Health Services

Diagnostic: The evaluation by an approved specialist that determines medical eligibility or the need for treatment.

Eligible Conditions: List of medical conditions covered by CSHS.

Eligibility Effective Date/Period: If you meet the financial and medical eligibility criteria, an eligibility period and effective date are established. The period is one year from the application date or from the date in which you contacted your County Social Service Office. The eligibility effective date will be indicated on the Notice of Action form.

Explanation of Benefits (EOB): A statement from your insurance company that explains what was paid and why the insurance company processed the claim a certain way. The provider will attach the EOB to the claim form when they submit the bill to CSHS for reimbursement.

Identification Number (ID #): This is a number for your child that is assigned by CSHS. You will need to provide the ID # to clinics, physicians, hospitals, pharmacies, etc. who are providing services for your child.

CSHS Terminology Continued

Insurance Referral: A formal request to your insurance company from your child's primary care physician for your child to see a specialist. Most insurance companies issue a referral number to the specialist to indicate approval.

Limits: CSHS has an annual maximum or cap that may be spent on care for each child. The maximum per child is \$20,000 per year regardless of the number of eligible conditions the child may have.

Maximize Benefits: CSHS requires that you maximize insurance benefits. This is done by following the rules of your insurance company so the maximum benefit on a claim will be paid.

Medicaid: Medical Assistance or Medicaid is a North Dakota Department of Human Services program that provides assistance with medical, dental and vision services for low-income families.

Medical Eligibility: The CSHS Medical Director determines medical eligibility for the program. The Director reviews medical reports of your child's condition, and decides if it's eligible based on the list of CSHS approved conditions.

ND Healthy Steps (Children's Health Insurance Program): The Healthy Steps program offers health, vision and dental coverage for children under the age of nineteen.

CSHS Terminology Continued

Network Provider: Providers that have agreements with your insurance company are considered "in-network" providers. Using "out-of-network" providers can result in a lower payment by your insurance company and a denial by CSHS unless it has been prior approved.

Notice of Action: A form from CSHS that states your child's medically eligible condition(s), the eligibility effective date, any applicable recipient liability/family cost share, your child's CSHS ID #, and applicable primary insurance information.

Primary Care Physician (PCP): The child's regular pediatrician or family physician that gives routine childhood care. Many insurance companies, including Medicaid, require the child to have a PCP.

Provider: The individual, group, or business that provides a medical service to your child. A provider may be a physician, therapist, hospital, pharmacy, clinic, or medical equipment company.

Specialty Care: Service from a physician who limits his or her practice to certain diseases or areas of the body. Pediatric specialists care for children and adolescents. CSHS requires that care be provided by a participating specialist.

Common And Not So Common Questions

1. My child has an appointment (doctor, therapist) for equipment.
What do I need to do? See page **10**
2. I received a bill. What do I do with it?
See page **9**
3. I had to take my child to the emergency room.
What do I do? See page **11**
4. My insurance has changed. What do I do?
See page **10**
5. Our income has changed. What do I do?
Contact your local County Social Service Worker
6. I have been sent to collections! What do I do?
Contact your County Social Service Worker.

CSHS hopes that the information provided in this handbook is helpful and answers some of the common questions families have about Treatment and Diagnostic services. If you have questions or concerns, please contact the CSHS State Office.

CHILDREN'S SPECIAL HEALTH SERVICES
Medical Services Division
State Capitol, 600 E. Boulevard Avenue, Dept. 325
Bismarck, ND 58505-0269
(701) 328-2436
ND Toll-Free: 1-800-755-2714
TTY: (701) 328-3480
Hours: 8:00 a.m. to 5:00 p.m.
Monday through Friday
dhscshs@state.nd.us
www.state.nd.us/humanservices/
click Medicaid and other Medical Services.
click Children's Special Health Services.



Carol K. Olson, Executive Director
North Dakota
Department of Human Services

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